

EDExpress: From the Inside Out

A Technical Perspective

(DETAILS FOR THE TECHNICAL SUPPORT OF EDEXPRESS)

This document is not intended to provide step by step instructions for problem resolution, merely a tool to support your troubleshooting. **If any of the directions included do not seem clear or do not make sense to you, please contact CPS/WAN Technical Support by phone (1 800 330-5947) or email (cpswan@ncs.com).**

This document is designed to provide the more technically oriented user with some direction in their problem-solving efforts.

INSIDE EDEXPRESS: INSTALLATION AND OTHER TIPS

Type of Application and Database:

EDExpress for Windows is MS Visual C++ application with an MS Access database. 32-bit application using an MS Access 97 database. The 32-bit EDExpress software uses DAO to communicate with the MS Access 97 database.

Software design:

EDExpress has a very modular design and each version changes the database structure. For you, this means that care should be taken with the installs.

Installation:

For more information, refer to the Installation guide on the sfadownload.ed.gov web site.

Each install takes a two-prong approach. The install updates not only the program files, but also modifies the database. What this means to you is that upgrades must be made in version order and no versions can be skipped. The only time you can skip a version is when you are doing a brand new install. For instance, if you receive a new PC and your network database is already at version 8.2, you can do an 8.2 version workstation install and skip the 8.0 and 8.1 versions.

In addition, since files are registered in the registry you must install every version to the same directory. Installing each version in different directories does not properly upgrade the database. It also confuses established locations for files in the registry incorrectly so that the program fails because it cannot find the proper version of the DLL.

Program Directories

There are 4 default install locations for EDExpress. They are listed below

The user can define the main application target directory for EDEExpress specific files; however, the default installation directory for all 32-bit versions of EDEExpress is

C:\Program Files\EDESuite\

 EDEExpress for Windows for version 5.x

 EDEExpress for Windows V6 - for version 6.x

 EDEExpress for Windows 2001-2002 - for version 7.x

 EDEExpress for Windows 2002-2003 - for version 8.x

Shared DLLs (such as MFC42.DLL or MSVCRT40.DLL) are installed to the Windows directory. (Note: Your Windows directory could have another name, for instance, Win95 or Win98)

 \Windows\system - in Windows 95

 \Windows\System32 - in Windows 98 or Windows ME

 \WINNT\system32 - in Windows NT or Windows 2000

All Data Access Object DLL's will be located in the following directory.

 \Program Files\Common Files\Microsoft Shared\DAO –

Shared files Used for EDEExpress version 5.x

 \Program Files\Common Files\EDEShared - No longer used.

EDEExpress Base Class target directory (only used by EDEExpress version 5.x, and not for Express versions 6.x, 7.x or 8.x), where all base classes and shared components for Express PC Products are located.

 \Program Files\Common Files\EDEShared

With a network install, the default directory for the Network database is always the

 First available network drive\EDEExpres02 - for version 7.x

 First available network drive\EDEExpres03 - for version 8.x

Other things to take note of during the install:

 You can specify a UNC path

 You can map a drive for the database using a drive letter specification

 You can change the path to the database during the install or any time later

Downloading install files:

Under normal circumstances, you will want to download the single file executable for installing EDEExpress. During the install, this file is unpacked to the local temp directory (unless you select another location). Then once the install is completed, you should delete the unpacked files from the temp directory saving only the original download.

Unpacking the Files with the One File Option:

 Find the downloaded file in the directory you put it into and double click on it

 Unpack to the temp directory (usually C:\temp or C:\Windows\Temp)

Note: the unpack procedure asks if you want to install to the c:\temp
Click Finish and the Install will begin

In some instances, you may want to download one disk at a time. These include:

- The school has poor/static filled phone lines
- The Financial Aid Office has a slower modem
- The Financial Aid Office has to put it on floppy disk
- The Financial Aid Office needs to have access to the computer while downloading
- The Financial Aid Office has had problems downloading the full version

SYSADMIN User ID

Define password for SYSADMIN upon initial logon following full install or password reset.

Reserve SYSADMIN for administrative purposes (clearing locks, security); do not use for everyday processing tasks.

Record and retain password for SYSADMIN in safe and reliable place.

OUTSIDE EXPRESS: OPTIMIZING PC AND NETWORK ENVIRONMENTS

PC Configuration

32-bit EExpress for Windows can only be run in Windows 95, 98, Windows ME, Windows NT 4.0, and Windows 2000.

Each PC using EExpress must contain the following environmental settings:

Either the AUTOEXEC.BAT file or the Environmental Settings in NT (Control panel | system | environment tab | user variables) and other newer operating systems must include:

```
SET TEMP=C:\WINDOWS\TEMP  
SET TMP=C:\WINDOWS\TEMP
```

The CONFIG.SYS file must contain:

```
FILES=120  
BUFFERS=32
```

(The software automatically adds these lines to the CONFIG.SYS for all operating systems.)

These are the only special workstation configuration changes required by EExpress. The temp lines improve speed and functionality of the larger global functions such as importing, installing, and database utilities. Temp lines are also especially important for enhanced print performance. Without these lines, users report many more application errors.

The speed with which the program accesses the database is of foremost importance. If EDEExpress traffic “bumps” into other network traffic and is slowed even for a moment then the database runs the risk of a referential integrity error. EDEExpress will sometimes see a slow down as a “crash” and only save partial data. Partially saved data will result in referential integrity issues and the resulting database corruption. It is essential that you choose your network location carefully.

General Network Tips:

- EDEExpress databases should not reside on high traffic servers
- EDEExpress traffic should not be routed through high traffic routers/bridges/etc.
- Have sufficient RAM to service the server without slowdowns
- Database should be in an environment where data delivery does not get slowed
- Avoid putting the EDEExpress database on a server that is used for print services or some other network service that has high traffic or large spikes in traffic
- Make sure the Financial Aid Dept. has access to a minimum of 600 MB of free server space
- If you are running through an NT gateway to a Novell server or other mixed network configuration, the permissions/rights and ownership must be equivalent on both servers and through the whole path the data must travel
 - Avoid placing the database on server on a different subnet or on the other side of a wan link if possible.
- Avoid loading unnecessary services, protocols or monitoring tools that slow operations
- Prioritize protocols
- Do not allow users to log in locally on the “server” machine
 - Peer to Peer networks tend to damage the database very easily simply because of the way the peer to peer manages resources.

Specific Tips for Running EDEExpress in the NT4.0 Server Environment:

There are several settings you or your system administrator will want to address in order to successfully run EDEExpress in the NT environment.

This includes:

- Server Optimization

This is the primary server configuration change required for EDEExpress. Optimization must be set to “Maximize throughput for file sharing.”

At the server control panel go to Start, Settings, Control Panel, Network, On Network screen choose the Services Tab, Double Click on the Server icon in the window labeled Network Services, choose ”Maximize throughput for file sharing”.

If you are using the NT server as a standalone workstation, you will want this setting to be “Maximize throughput for server applications.”

Conversely, if you must put your database on a server, that is used for applications as well as a file server, then you will probably want to try the setting of “Balance.”

Overall the program works best in environments where the database is on a file server with the optimization “maximize throughput for File sharing” and without a lot of other network traffic competing for resources.

- **Paging File Settings**

Paging files are important both to the local PC and on the NT server. Many variables can affect the size and location of the paging files on the server. If you have issues with speed on your NT server and you have sufficient RAM, try increasing the paging files.

Additionally, where your paging files are located can be an issue. To give you an example, we had a school using an NT network that had 2 drives on the server-System (where the system files resided) and Application (where the paging files and the EExpress database resided) where performance was unaccountably slow. We resolved this performance issue by moving the paging files to the system drive from the application drive and performance was significantly enhanced.

While it is true that Microsoft recommends paging files, be moved off the system drive, if possible, but in this instance there was a contention between the EExpress database traffic and the paging file traffic which slowed everything down and caused database corruption. Because this program is traffic intensive you can get better performance by moving paging files away from the heavy application or paging file traffic. Experiment with location of paging files in your environment to see where they best work given your environment.

- **Ownership of Files and Folders**

The Express folder and of the *.MDB file and the *.LDB must be owned by the financial aid group or administrators. If one specific user owns the EExpress files, other users will get sharing violations and other errors.

If your Share permissions for the EExpress folder, on the server, are set correctly and the user who does the upgrade install (or sometimes during other functions in the software, e.g. running the utilities) has FULL CONTROL permissions s/he will take ownership of the files and folders. This will cause other users not to be able to get access to the database after the upgrade is performed. If this occurs a member of the administrative group will need to take ownership of the *.MDB, *.LDB file and the express folder as the administrative group and then reset appropriate permissions.

- **Permissions**

Share Permissions for the Express folder and the *.MDB and *.LDB file must be CHANGE, FULL CONTROL or SPECIAL access (include read, execute, write, create, and delete) for all network folders and files accessed by EDEExpress.

If you are doing a Workstation install on an NT Workstation, you must have administrative permissions on the NT Workstation for the Workstation install to be completed successfully. If you do not have administrative functionality, some of the files required to run the software will not be able to be written to the WINNT\SYSTEM32 folder or they will not be correctly registered in the registry. If this happens, the program will not function. Frequently you will not get an error during the install when permissions are an issue.

For example, assume that only you have administrative permissions on your workstation. The new EDEExpress software arrives and you ask a colleague to logon and do a Workstation install on your PC. You will not be able to open the software on your PC because your colleague did not have the appropriate permissions to write some files to the WINNT\SYSTEM32 directory. (Specifically the MFC42.DLL file)

- Case sensitivity

If you change the name of the database folder on your NT server, take note of the case you use because NT (NTFS) is case sensitive and the program will not find the database if you change cases during the install. This is not an issue if you simply accept the defaults.

Specific Tips for Running EDEExpress in the Windows 2000 Server Environment:

Most of the specific tips for running EDEExpress in an NT server environment are applicable to Windows 2000 server. Please refer to the above section for these recommendations and tips. There are a few differences however:

- User Profile

- To install the software you must have Power User status or better.
- To use the software you must be a Power User or better.

This change is a result of Microsoft redefining “User” in Windows 2000. You could more accurately define User in Windows 2000 as “Restricted User” because Users can no longer update critical files, and for EDEExpress that means Users cannot register program DLL’s in the registry and other important functions that are required by EDEExpress.

- Server Optimization

Server optimization is not achieved by selecting “Maximize Throughput for File Sharing” as with NT. There are no specific standard recommendations, which replaces this NT recommendation for Windows 2000. This option has been removed

from Windows 2000 configuration. Optimization is handled in a variety of ways, not the least of which is selecting the correct version of Windows 2000 server, and the appropriate hardware, including NIC's, switches, routers and supporting cables. Optimization and Windows 2000 server configuration is specific to the user environment and is better addressed by the local network administrator.

- **Windows 2000 Professional In a Mixed Network.**
The most common Windows 2000 workstation issue occurs when your network is a mixed environment. For example, an environment where your PDC and BDC are NT servers and your workstation is a Windows 2000 PC. In this instance, the program will not be able to see the database, and you will get an error message indicating that EDEExpress cannot find the OLEAUT32.DLL file on executing the program.

This is a result of your login ID having Power User Status locally while that same user name has a "User" status on the NT network. To resolve this, you should add your Windows 2000 workstations to the domain as the Machine Name_Domain Name, not simply Machine_Name.

Specific Tips for Running EDEExpress in the Novell Server Environment:

If your Novell server does not have sufficient hard drive space as well as access to that space, correct rights, correctly configured "record locks per connection", then you will be rebuilding your database frequently! It is possible for your database to physically disappear if your settings are incorrect. This commonly occurs during database utilities but may also occur when you are running other global functions.

- **Record Locks Per Connection**

The surest way to lose a database, damage a database, or have importing troubles is to not set the record locks on the Novell server correctly. Frequently on a server reboot or new server installation, settings are lost.

To configure Novell servers for EDEExpress type or have your network administrators type the following lines at the console prompt:

```
Set Record Locks Per Connection = 10000  
Set Record Locks = 200000
```

Then, to ensure that the settings are not lost if the server is rebooted add those two lines to the AUTOEXEC.NCF file.

- **Free Space**

There must be at least 600 MB Free Space on the server and the financial aid office must have access to it. Frequently I will talk to an IT person who swears that there is

2 GB free on the server. When we investigate further, we find that while there is 2 GB free, the financial aid office only has access or rights to 50 MB.

- Rights

Everything except supervisor and access control is required for EDEExpress to run correctly.

Directory rights should be set to:

W - Write	F - File Scan	R - Read
C - Create	M - Modify	E - Erase

- Client issues:

Occasionally, clients can have a conflict with the software. While very infrequent, corrupt or conflicting client software should not be ruled out during troubleshooting. One example of a conflict issue we experienced was with version 2.2 of the Novell Client. In this instance, the ISIR would print unless you selected one of the check boxes - print FAA or SAR comments. Once the client version was upgraded print resumed normally.

- Path to the database

We have found that EDEExpress will automatically remove the special characters in the default send and receive paths. If your default send and receive paths contain special characters, the software will be unable to find them on import or export. This is a result of how DAO interacts with Novell. Care should be taken when using special characters with long (over 46 characters) data paths.

ALL AROUND EDEXPRESS: PREVENTIVE MAINTENANCE AND OTHER TIPS

These preventive maintenance procedures are the next best means of keeping your EDEExpress database functioning.

- Make a regular backup.

If you do not have an automated process, you can create a batch file to assist you in making backups. Below are the steps and samples of the text you would use to create a batch file. Please note that you need to change the directory names to match your current paths.

Creating a batch file to copy your database:

1. Open a text editor such as Notepad, WordPad, Word, or WordPerfect.
2. Type in text to change to the directory (cd) where your database resides.

3. Type in the DOS command to copy your database to the location where you want it to be saved.

Example batch file text:

Saving database to a local, drive cd\ cd "program files" cd "EDEsuite" cd "EDEXpress for windows v6" copy expres01.mdb c:\backup\expres01.mdb	Saving database to a network drive: cd\ cd "program files" cd "EDEsuite" cd "EDEXpress for windows v6" copy expres01.mdb J:\aem\expres01.mdb
---	---

4. Save the file with a name that makes sense to you and add an *.exe extension.
For example: Expres02backup.exe.

NOTE: Do not backup to floppy disks by using a simple copy procedure. The copy procedure may appear to work, but the database will not open once it has been restored. If backing up to floppy disks, use a backup or zip program capable of spanning disks.

- Perform regular hard disk maintenance on all PCs that touch the EDEXpress database.

Speak with your system administrator to find out if they are performing any of these tasks for you, or setup your PC to do it automatically. These tasks should be a regular part of a normal computer maintenance regimen and should therefore be performed on each computer. Performing these general PC maintenance activities regularly will increase the performance and stability of your PC across all applications.

- **SCANDISK**
Scandisk is a disk analysis and repair tool that checks a disk drive for errors and corrects any problems that it finds. This is available as part of all operating systems currently supported except NT. In the case of NT seek assistance from your IT staff.

Scandisk is frequently found on the Program Files | Accessories Menu.
Following these steps can also run it:

1. *Click on Start*
2. *Choose Run*
3. *Type Scandisk on the open line.*
4. *In the window that pops up, mark your hard drive (usually C:)*
5. *Mark Standard*
6. *Mark "automatically fix" errors*
7. *Click Start*
8. *If you have a second local hard drive, repeat the above steps for that drive*

9. *Once every few months you may want to choose Thorough. However, if you choose Thorough, you may want to do it while you are at lunch because Thorough takes some time.*

- **DEFRAG**

Defrag reorganizes the files on a disk to optimize disk performance This also is available as part of all operating systems currently supported except NT. In the case of NT seek assistance from your IT staff.

Defrag is frequently found on the Program Files | Accessories Menu. Following these steps can also run it:

1. *Close all applications*
2. *Click **Start***
3. *Click on **Run***
4. *Type **DEFRAG***

- Delete all files from \temp directory, "*.chk" and "found.*" files from root directory

EDEExpress creates temp files/folders during the normal course of importing, exporting, printing, and installing. The temp files are not automatically removed by the program and need to be removed manually to free disk space and temporary space. Clearing temporary files will improve printing and importing speed as well, as optimize performance of your PC. This process should happen each week and on each local drive of each PC.

There are two places one usually finds a temp directory, on the root of C (C:\Temp) or in the Windows directory (usually C:\Windows\Temp or C:\WINNT\Temp). Windows and other software use the temp folder to put files that are used only once or are ready to be discarded. When this directory is full, even if with zero byte files, you will experience sluggish performance from your PC while printing or with other functions that require the use of temp space. We have even seen installs fail due to overflowing temp folders.

Clearing the Temp Directory:

1. *Open the Windows Explorer.*
2. *Search for a "temp" folder using the Tools | Find menu*
3. *Once you have determined where your temp folder is, open it.*
4. *Highlight the files and then hit the delete key. You can select all by using Edit | Select all menu or with the top file highlighted on the right panel, holding the shift key down and hitting the "end" key.*
5. *Repeat if you have a second temp directory*

The *.chk or found files are usually found on the root (C:\). Clear them by:

1. *Click on Start and Find or Search*
2. *Click on Files or Folders*
3. *Enter “*.chk” on the named line.*
4. *Click Find now button.*
5. *Once the search is complete highlight all files in the window and select delete on the keyboard*
6. *Repeat steps above, this time entering “found.*” on the named line.*

- Clear Internet cache on a regular basis

For assistance with this process, contact your IT staff or your browser support line.

This is usually done within your browser and varies with each version.

Usually Netscape displays this under the Edit | Preferences | Advanced menu and Internet Explorer displays this under Tools | Internet Options | General.

- Run Virus Scan programs regularly

One of the easiest ways to protect your data is to run a virus scan on a regular basis, preferably daily. Due to the memory requirements of EDEExpress, we do not recommend loading virus scan programs that run continuously.

We have found one virus that impacts EDEExpress. The SirCam virus will cause EDEExpress to display a message, on opening the software, indicating that that EDEExpress is unable to locate dao35.dll. While this virus will sometimes place a line in the autoexec.bat file, more often it does not. Usually, the software begins functioning correctly again after the virus is removed.

- Repair and Compact and Verify

Any resolution for Database errors or unpredictable behavior should begin with running the software’s utilities: Repair, Compact, and Verify. Additionally, these utilities should be a part of the normal preventive maintenance regimen.

Run the EDEExpress database utilities in this order:

1. Repair Database
2. Compact Database
3. Verify Database
4. Repair Database again
5. Compact Database again

Repair and Compact

Your database may become corrupted if EDEExpress is interrupted unexpectedly by a power outage, a LAN failure, or other problem while it is updating records, primarily during imports. EDEExpress might not detect database corruption, so if your system behaves unpredictably (for example, you start getting error messages, etc.), use Repair Database and Compact Database utilities to optimize the database. We recommend you also run these utilities weekly to help prevent problems.

The Repair Database utility prevents and resolves inconsistencies in record storage that can lead to database corruption and repairs corrupted database structure.

The Compact Database utility improves the performance of EDEExpress by optimizing the database and reclaiming space on your computer's hard drive or network drive. As you add, modify, or delete records in EDEExpress your database may become fragmented. Compact defragments, checks for referential integrity, and re-indexes the database, creating a smaller, faster and more organized copy of EDEExpress database. You should always run Compact Database after running the Repair Database utility. If Compact completes successfully, the new copy will overwrite the original copy of the database.

The Compact Database function improves the performance of EDEExpress by optimizing your database file and reclaiming space on your computer's hard disk.

In a multi-user (LAN) environment, Repair Database will not function if another user is in EDEExpress. If you try to run it under these conditions, either it will fail or you will get a "database is locked" message.

Before running these utilities, ensure you have a backup of your database and the hard disk space available equal to three times the current size of your database and appropriate PC and Network permissions. If there is not enough disk space to create the copy or you have inadequate permissions/rights, the compact process will fail. No errors are displayed when the process fails (but, your database may disappear) so you should verify that the required disk space is available and permissions are adequate before starting the process. If you still have questions about this function or need help, call CPS/WAN Technical Support.

You can run the Repair Database and Compact Database utilities from:

- The tools menu in the software
- Using the CompactandRepair.exe file found in the EDEExpress program folder.
- Or from within Access 97
- Just Do IT!

To run the Repair and Compact Utilities:

Within EDEExpress:

Repair can be run from the **Tools | Utilities | Repair Database** menu.

Compact can be run from the **Tools | Utilities | Compact Database** menu.

Outside of EDEExpress: From the CompactAndRepair.exe in the program directory.

NOTE: you can use this tool for all ED software except EDconnect.

1. Open the Windows Explorer
2. Go to the directory where EDEExpress is installed
3. Double click on the file RepairCompactResetPW.exe (you will see a bright red “+” sign on the icon.
4. Select the directory where your database resides
5. Click on one of the 3 buttons: Repair, Compact or Repair and Compact.

WITHIN ACCESS 97

You can run the repair and compact utilities from within Access 97. Make sure you do not use other versions of Access (NOT Access version 2, 95, 7 or Access 2000). You will not actually open the database within access.

1. Open Access97
2. Click Cancel You should now be on a blank screen with only the main menu option available
3. Click on tools | database utilities | and then repair database
4. Select your database and click repair
5. You will see a message indicating the repair is complete.
6. Click on tools | database utilities and then compact database
7. Select your database and click compact
8. On the next screen, note the name in the file name line is db1.mdb. Change that name to the same name of the database you are compacting otherwise you will have two copies of the database Express*.mdb and db1.mdb. Db1.mdb will be the compacted copy, but the program will continue to use the uncompactd database.
9. Click save
10. Click yes to the message “ The file (name) already exists do you wish to overwrite?”
11. You will not see a message indicating the process is finished like you do with repair. Instead, you will see a progress bar in the lower left corner of the screen and the word “ready” when the process is complete.

Verify

The Verify Database utility checks for data relationship integrity in your database. Verify will identify inconsistent student records and prints a report detailing those records. When a record is missing one of its associated records, Verify Database recreates the missing record. Use Verify Database when EDEExpress or your computer "crashes" or abnormally halts processing. You can also run Verify Database weekly to help prevent problems.

In a multi-user (LAN) environment, Verify Database will not function if another user is in EDEExpress.

This utility is a part of the EDEExpress program and therefore can only be run from Tools | Utilities | Verify Database within EDEExpress.

Tips and Tricks for using these Utilities:

- Use the RepairCompactResetPW.exe utility as your first choice.
- If you are in a network environment copy your database to the local drive and run the utilities on the database using the RepairCompactResetPW.exe executable found in the program directory or in Access 97 (NOT Access 2000, Access version 2, 7 or 95)
- If repair does not run correctly (I.E. you get an error) try running Compact first and then Repair

- Other Tips to Maintain Your Database:
 - Maintain adequate free hard drive space (bare minimum 600 MB)
 - Use a surge protector with modem protection
 - Exit programs and shut down gracefully
 - Backup, Backup, Backup
 - Limit multitasking while running EDEExpress, particularly when running global functions such as importing. (Multitasking is less an issue with NT and Windows 2000 or with other PC's that have more than minimum hardware.)

ON TOP OF EXPRESS: COMMON ERRORS

I. INSTALL ERRORS

A. General Information

1. Most Install Errors Are Caused by:

- Skipping a version
- Installing one version in one directory and a second version in another directory or separate drive
- Installing while other programs are running

- Hard drive needs to be cleaned up
- Failed download of install executable
- Incorrect rights/permissions or ownership

2. Generic Install Error Solutions:

- **MFC42.DLL or some other DLL is in use, “read only,” or an incorrect version during install.** MFC42.DLL, particularly, is a DLL file that is frequently in use by virus protection and tool bars. Consequently, this Microsoft shared DLL is an incorrect version or simply will not allow our software to overwrite it. If that file is not available, the EDEExpress installation will not write the other files that rely upon its availability. This causes a ComponentMoveData error, usually referring to one of either of these two files: NCSEDITCTRL.OCX or NCSCOMBOBOX.OCX.
- **Turn off everything before you begin the install.** You should do this for any install, as a general rule. Sometimes booting to safe mode is your best options for resolving conflicts. If your database were on a network you would do a stand-alone install and then move the database after rebooting to reconnect to the network.
- **Some versions of Norton Anti-Virus v 5.0 will cause install errors.** Several IT professionals, working in schools, have advised us that they have had to remove, not simply disable, Norton Anti-Virus V5 software to get EDEExpress loaded. This seems to be the very earliest release of V5.
- **The Compaq Intelligent Manageability must be uninstalled to successfully install EDEExpress software.** Compaq customer support advised us that the only (easy) way to shut down the Compaq Intelligent Manageability was to uninstall it using the “add and remove programs” applet in the control panel. They assured us that this would not in anyway affect the PC performance and said that if the user still wanted the features of the Intelligent manageability they could download a more current version from the Compaq web site.

B. Common Install Errors

1. ComponentMoveData Error

a) General Information

The ComponentMoveData Error is an InstallShield Wizard error resulting from a conflict or system configuration issue. The ComponentMoveData Error is reporting to you the generic message that the InstallShield cannot write to the hard drive.

b) Error Text

**ComponentMoveData had the following...Media Name:
Component: DAO system**

File Group: DAO self registry
File: C:\windows\system\Dao350.dll
Files\C:\Windows\System\Dao350.dll
Error Number: 0
OS: Windows NT4
Desc: Unknown error
Install will now be terminated

This error does not always report the same file group, component, or file.

c) Solutions:

Address these issues first:

- Is there is enough hard drive and RAM on the PC?
- Have you done normal preventive maintenance on your PC?
 - Scandisk
 - Defrag
- Environment space is a big issue for installs.
 - Is there a temp directory? Is it empty?
Too many files in this directory and frequently, the ~inst folders left there after software setup will cause this error to occur. Empty these directories.
 - Have you cleared the Internet cache?
 - Add set temp and set tmp lines to your autoexec.bat in Windows 95/98 or define the temp and tmp space in the Environment Profiles in NT and Windows 2000
 - Are your swap or paging files set sufficiently high?
 - Adjust swap file: The default is to set the paging or swap file to twice the RAM, but this does not usually allow you to get beyond ComponentMoveData error. EDEExpress both installs and functions better with large swap or paging files.
 - Windows 95/98 - allow windows to handle swap files unless there is insufficient drive space. Consider moving swaps to another partition in this case.
 - Windows NT - make sure paging files are at minimum between 150 and 300 (note this is higher than Microsoft recommends) If there are several partitions put a paging file on a partition that that does not have any Windows files (i.e. the D drive) or has less activity on it.

If the disk is good, you meet the minimum hardware requirements, the PC appears to be configured correctly, and all junk files have been deleted, but your software is still not performing, then address these issues:

- Are you logged in with administrative permissions in NT Workstation or in Windows 2000 Professional? NT Workstation users must have administrative permissions in order to install the MFC42.DLL file to the \Winnt\System folder.
- NT Workstation must have Service Pack 5 or higher
Service pack 5 will appear on the boot up screen.

- Are you using an unusual path to the database? If so, try a more common path.
- Check the length of your database path. If it is long or has special characters in the path, the InstallShield may be having problems finding the path.
- Did you reboot after uninstall?
Some times the InstallShield DLL files will still be in memory after an uninstall. Rebooting will clear them from memory and allow the install to proceed.
- Did you close all other software? What software is running in the background? CTL-ALT-DEL will show you.
- Are programs running that you cannot close? Try booting to safe mode for the install.
- Windows 2000 Professional must also have administrative permissions to load the software and register DLL's in the registry. Further, Windows 2000 users need to be "Power Users" in order to run the software successfully. Windows 2000 defines "users" more stringently than NT does and as a result, it does not allow users to affect system critical files such as the registry. You might read "users" as "restricted users" in Windows 2000.
- Do not forget that if your database is on a server you must have "change" or higher permissions when doing either a network server or a network workstation install. When doing the server install you need to be able to create the database on that drive. When doing the workstation install you have to have connectivity and appropriate permissions to the folder on the server or the workstation install will fail because it cannot see the database.
- Sometimes the directory on the server that the install files are installed from is configured such that you will get an error. In this case, copy the install directory to your local drive before executing the install. This seems to be more common in NT than in Novell.

2. Version Mismatch:

a) **The Version of the software and the Database do not match. Please see your system administrator for assistance**

This error message will occur in these circumstances:

- Another PC has upgraded the database. This would happen in a network environment where the version upgrade has not been run on all workstations.
- The program files were upgraded with the install but the updatedb.mdb was not run on the database on opening the software after an install.
 - This can happen if each version is installed into a different directory
 - This can happen in any instance that the updatedb.mdb file is not installed to the same directory as the database is. For instance, when the database is on the server but a standalone upgrade, (which places the updatedb.mdb in the local program directory,) is performed instead of a workstation install.

b) Solutions:

Once updated, the database cannot be converted back to a lower version except by restoring a backup of the database created in a previous version, so plan on moving forward. Once the database is upgraded, all PCs that access that database must also be updated to the same version.

Determine the actual version of the database. Each PC that does not have the current version of the program should be upgraded to the same version as the database. Note: If the database is at 7.2 and you have one PC still at 7.0 you do not have to upgrade incrementally. Perform a FULL Workstation install of version 7.2 on that PC. You can only skip versions if your database has already been upgraded.

If you have a situation where each version of the program has been installed to a different directory or drive, then make a backup copy of the database and the updatedb file. (Make sure you get the correct database and correct update version.) These files are both *.MDB files. Expres12.MDB and updatedb.mdb (this file will have a version specific name for version 7). Then uninstall the program (only the last installed version will be uninstalled) and delete each remaining Express folder. Be sure not to delete other program years. If you are at all unclear on this procedure, contact CPS/WAN Technical Support for assistance!

3. Update Failed. Please contact the program vendor

a) General

- Once an update has been run (or partially run) on a database **you cannot run the update a second time** on that same database. So, always make a backup of the database prior to doing an upgrade. That way if something fails you can rerun the update on a new copy of the database. Always clean up the PC and run the utilities on an existing database prior to the upgrade.
- Contact CPS/WAN Technical Support if you are unable to run the update even after performing preventive maintenance on a copy of your backup.

b) This error is a result of a local environmental issue

- Insufficient drive space
- Insufficient RAM
- Insufficient free system resources
- Not having run the program utilities recently

c) Resolution:

- Clean up the hard drive
- Restore a backup; run repair, compact and verify utilities on the backup database and try to rerun the updatedb.mdb

4. Setup requires a different version of Windows.

- #### a) Setup requires a different version of windows. Check to make sure you are running setup on the Windows platform it was intended for. Error 102

b) Solutions

This is a result of a bad disk number 1. Simply delete the downloaded file, making sure that there is no copy in the C:\Windows (WinNT)\Temporary Internet Files directory and download the install file again.

II. SKIPPED VERSION ERRORS

A. General

This error manifests itself in a variety of ways depending on the version of the application that was skipped and on what operating system you are running the program on. Generally speaking, if the program opens and seems to work fine in every area except one, you have probably skipped a version.

B. How can you determine whether a version was skipped?

Check the install.log files. If you are in a standalone environment, you will see the install.log in the program directory. If you are in a network environment, you will find another install.log in the directory where the database resides. Each of these files will show every instance of installation/change unless you have deleted the directory or moved files from one directory or PC to another.

C. General Information:

Although they appear to be operating errors, the errors listed below are actually a result of incorrect database structure. Several actions can cause a version to be skipped. They include:

1. If you performed a full instead of a custom network workstation install, in which case the updatedb.mdb file is not installed and consequently not run.
2. You installed 6.1 and then 6.2, without first opening 6.1 to allow the upgrade to take place.
3. You installed one version to one directory and then another version to another directory.
4. If the person installing the software does not have appropriate rights/permissions/ownership of the files. Without appropriate permissions, the program files will be updated but not the registry, which may cause the update not to run on the database or the program not to run.
5. Alternatively, it could simply mean that the update procedure failed.

D. Error Messages:

1. "Error opening table in A Export Apps:QRY other tables"

This error appears when trying to export if version 6.2 was installed over 6.0, although you might be likely to see it in other places if you went from 6.1 to 6.3 or some other combination of skips. (Windows 9.x)

2. Dr. Watson Error " exception: access error caused by expres01.exe " (NT 4) or 'This program performed and Illegal operation and will be shut down...' Details indicate an 'invalid page fault' in module unknown...'(Windows 9.x)

The Dr Watson and the invalid page fault messages both occur in the software when a user skips a full version and then install a service release. For example, when a user is successfully using version 6.1 and then installs version 6.2.1 without first installing version 6.2 they will get this error. This error may also occur if the workstation system resources are too low.

3. "...Item Not Found in this collection" (version 5.X)

This error will appear as though it is a Pell setup or Direct Loan error. In reality, it is an installation error. This message is an indication that you did not properly update your database. If the error appears on Pell setup then we know that the update for version 5.1 was either skipped or the upgrade process failed. In addition, if it appears in the Direct Loan Module we know that you either skipped or had trouble with the version 5.2 upgrade.

4. Data type conversion error (version 6.X)

This error occurs when trying to save Pell institutional setup in version 6.2. After data entry, an error comes up and the data will not be saved. This is a result of skipping the 6.1 upgrade.

E. Solutions to skipped version errors.

The solution to any of these errors, regardless of version skipped or operating system you are working in, is to rebuild your database. Once the structure of the database is incorrect, the database must be replaced. You can do this in one of several ways.

1. If you have a database with just Applications and/or Pell:

a) Rebuilding Applications and Pell Modules

Reinstall an empty database of the correct version. Enter global settings, then re-import all of your ISIR files. Using the DOS copy command makes it fairly quick and simple to import the year's worth of ISIR files. Copy all files of the same message class type into one large file. You cannot copy different message classes together, however. Message classes that you will want to re-import include SARAxX, CORRxX (note for version 5 or 6 this message class is SARRxx), EAPsxx, SYSGxx, REAPxx. (Where the xx represents the year designation.) Your school may not use all of these message class types.

To use the DOS command, determine where your ISIR files are located. At the DOS prompt change to that directory and then at that prompt copy, the ISIR's together using the DOS copy command. Examples of these DOS copy commands are:

Copy SARA02BK.* SARA02OP.ALL
Copy CORR02BK.* CORR02OP.ALL

Note: you cannot copy Direct Loan or Pell files together for easier import. For more information or help with re-importing, these files contact Customer Service.

To rebuild your Pell data you would simply re-enter your Pell setup under Tools | Setup | Pell | School and then save and exit the setup. Then you would go to File | Export. On the Pell tab you would choose Data Request as export type and then check the box labeled year-to-date Records, click ok and then transmit the request. Later you will receive back a PGYR02OP.DAT file which you can then import by going to File | Import | and on the Pell tab select YTD from the export type drop down list and mark rebuild all under Update on the import screen.

- b) You can also just restore an earlier backup and then run the updates for each version you missed until you have successfully upgraded the database incrementally.
2. If you have Direct Loan data or extensive Packaging data in this database, call CPS/WAN Technical Support at (800) 330-5947 for further assistance.

III. DLL RELATED ERRORS

A. General information

DLL errors can result from many actions including:

- Installing each version upgrade to different directories;
- Installing while other software is running
- Having multiple programs installed that require different versions of a DLL

Listed below are the most common DLL related errors.

B. Resolution to DLL Related Errors

Sometimes the following errors are memory configuration issues, but more frequently they are a DLL conflicts. When you receive one of these errors, make note of when you receive the error. For instance, is it always on import, or does it appear randomly? This will help CPS/WAN determine which DLL is at issue. You can also contact CPS/WAN for a list of installed DLL files if you want to troubleshoot the issue yourself.

- Apply all Windows service packs
- Make sure you always install EDEExpress with all other software closed
- If there is a DLL listed in the error, search for that DLL to determine if the correct version is installed.
- Make sure that Windows is calling the correct file when multiple copies of the DLL exist. Check to see how many versions are installed, where they are, and which can be removed.
- Check the version of the DLL in question, and either rename it and replace it from another directory or PC, or reinstall EDEExpress. EDEExpress will install the correct version - if the file is not in use, or is a newer version than the version that

EExpress installs. EExpress does version checking so it will not overwrite a newer file

- Do not assume that the file named is always the problem DLL. Frequently the file in question is the file that is out of date - but not always.

C. Common errors

1. Invalid page fault in module MFC42.DLL

This is perhaps the most common message that users of EExpress will see when working with EExpress. It is as generic as the old general protection fault. Generally, it is an indication that the EExpress program cannot find the database. There are many reasons that the program may not be able to find the database – everything from database corruption to hardware failure.

In troubleshooting this error, check the following:

- a) Confirm that the database is not corrupt. Run Repair and Compact to optimize your database.
- b) Verify that you have the correct Rights, Permissions, Ownership
 - Was the software installed with administrative permission on an NT or Windows 2000 professional workstation?
 - Does the User have appropriate rights/permissions and ownership of the database files and network directory the database it resides in?
- c) That the MFC42.DLL is the correct version
- d) That the workstation is connected to the server and there has been no hardware failure anywhere in between the PC and server
- e) That the correct drive is mapped and the network is configured correctly
- f) That the new program year is pointing to the correct database. (Are you pointing to the version 6 (year 2000-2001) database instead of the correct version 7 (2001-2002) database?) This is a very common event. Users, afraid they will lose last year's data, commonly do a custom install for the new program year. As no database is installed for the coming program year, they will try to connect to last year's database. Sometimes they are simply trying to transfer last year's data to this year's program by connecting to the past database. In either case, you will get an error. Do not try to point the new year's software to the previous year's database.

Note: Each program year has its own database. That means the first install for a program year should be full or network server install, so that you install a new database. If a database resides on an NTFS partition, case sensitivity needs to be considered.

- g) That sufficient hard drive space is available on both the local drive and the network drive.

2. Invalid page fault in module KERNEL32.DLL

Going from version 6.1 to 6.2 we began seeing invalid page faults in kernel32.dll file. This has three resolutions depending on where the error occurs.

a) On closing student records:

After upgrading EDEExpress to version 6.2 over a working copy of EDEExpress version 6.1 the user gets an error message “illegal operation the program will be shut down” each time a student record is closed. Clicking “Details” button provides further information: “ EXPRES01.EXE caused an invalid page fault in Module KERNEL32.DLL.” Occasionally this detail varies and can show that the invalid page fault is in module COMCTL32.DLL or MFC42.DLL. The program has full functionality in all other areas. For example, as long as you do not open a student record, you can print, export, import, make quick corrections, etc.

In this instance, the message is a result of having an old version of the Comctl32.dll file. This is not a file that our software uses directly, or even loads. However, our MFC42.DLL file is dependent on the COMCTL32.DLL file; and our software makes certain function calls that are incompatible with older versions of this file. The newer file allows multiple versions of visual basic to be used simultaneously.

You must pull down a Microsoft installer from the Microsoft web site (50comupdate.exe) and run it to upgrade the COMCTL32.DLL file. **Warning: you cannot just rename and replace this file or Windows will need to be reinstalled (per Microsoft).** The installer file has been tested in all Windows OS. You can also update the COMCTL32.DLL by upgrading Internet Explorer to v 5.x.

b) When starting up EDEExpress

If you see this error on opening the software, it can be a result of two things:

- The OLEAUT32.DLL and OLEPRO32.DLL files must be updated because they were not properly upgraded during an install. Rename and replace the OLEPRO32.DLL, OLEAUT32.DLL and possibly MFC42.DLL
- You installed a service release version, skipping the latest full release. For example, Installing 6.2.1 over 6.1 without first installing version 6.2.

c) With a message “program abnormal termination”

- Run the program utilities before attempting any other resolution. If this does not resolve the error check the date of the OLEPRO32.DLL, OLEAUT32.DLL and MFC42.DLL and rename and replace them if they have incorrect dates. If that does not resolve the issue, contact CPS/WAN Technical Support for further assistance.

3. Invalid page fault in module CTL3D32.DLL

These errors are almost always a result of the CTL3D32.DLL being out of date or corrupt. Rename the file and replace it. If you do not have a correct version of this file, first rename the file and reinstall the current version of EDEExpress.

4. Invalid page fault in module in MSVCRT.DLL

Usually you will see this when trying to export a file. Most commonly, it is due to an out of date or corrupt MSVCRT.DLL file. Rename and replace this file. This file frequently requires you to boot to DOS to rename it.

5. This program has performed an illegal operation and will be shut down.

CDAO exception: results code # 3043

Source of exception DAO.DATABASE

Exception description: disk or network errors

Investigate the possibility of failing network hard drive or network connectivity.

6. Access denied to all ED software after the install of version 6.2 (NT workstations)

Some NT workstation users have experienced this error when launching both 5.x and 6.x EDEExpress after a 6.x install. Generally, it is a result of one or more of the Microsoft Shared DLL's not being installed correctly, either because something was running or the version was newer than the one that EDEExpress loads. Review any of the Microsoft Shared DLL's in the \\Windows\System folder or the WINNT\System32 folder for version conflict in particularly the OLEAUT32.DLL, MSJET35.DLL and MSVCRT.DLL. Rename the file and replace it by either copying from another location, or reinstalling the current version of EDEExpress and all EDconnect/EDEExpress software will function. (For example, installing version 6.3 will allow 5.4 to function again as well without first reinstalling version 5.4)

7. Dr. Watson's application error: ..."An application error has occurred in expres01.exe; access violation at 0xc0000005; address 0x00000000."

PCs still operating with NT Service Pack 3 or 4 are likely to get this error. The OLEAUT32.DLL was not installed by either EDEExpress or the Service Pack, and the version of the file is too old (5/1/97 is one common date). There are several ways to resolve this.

- Run the NT Service Packs
- Rename and replace the OLEAUT32.DLL in the WINNT\system32 folder.
- Reinstall EDEExpress to access both versions.

8. General Protection Fault in Module GDI.EXE

Usually this error appears during export, and is a result of an out of date/corrupt MSVCRT.DLL file. Rename this file. You will have to boot to DOS mode to be able to rename the file. Once renamed, replace it with a valid file by copying it from another PC or reinstalling the software.

9. Incorrect Screens within the software

- a. Missing one character of phone #
Look at the Microsoft shared DLLs in the Windows\System or WINNT\System32 folder. One of them is corrupt out of date. Usually it will be the MFC42.DLL, OLEPRO32.DLL, or the OLEAUT32.DLL files.
- b. Unusual screen-prints
See above resolution.

10. Dr. Watson error: Access violation ...Access Denied

This error appears in two instances.

- a) It always occurs if the users have installed version 6.2.1 over 6.1 without first installing 6.2. Install the missed version and let the one time update run. Then reinstall the service release version.
- b) Sometimes it will also occur after users install version 6.2 over a working copy of version 6.1. It is a result of some shared DLL files never having been updated. Version 6.1 could use the older versions but the 6.2 versions needs the newer version of those Microsoft shared DLL files. The files most likely to be an incorrect version are OLEAUT32.DLL, MSJET35.DLL, and MSVCRT.DLL. Upgrading to Windows Service Pack 5 or greater, or renaming and reinstalling the outdated version of these three files – usually the OLEAUT32.DLL file, will resolve this issue.

11. Stack fault errors

Results from either the CTL3D32.DLL or the MSVCRT.DLL being an incorrect version. Rename the file and reinstall the software to resolve this.

12. Error starting program-expres90.exe file is linked to missing...

Error starting program-expres90.exe file is linked to missing export.GDATABAS1.dll:? process update mdb @GD AO database @@QAEHVGstring@@PAV1@PAVCrecordlocking@@@Z. OK "C:\ProgramFiles\EDESuite\EDEExpress for Windows\Expres90.exe Device attached

This message (and the one below) can refer to any one of a number of files- i.e. you may see this message with a variety of file names.

These errors are a result of having multiple copies of the “missing” file on the hard drive. This usually occurs when an upgrade is installed to a new directory. For instance, if a user is concerned about loosing data and chooses a second directory for the new version or when each version is installed by a different person, and they each select different install directories. Frequently, you will find that the earlier version will run, but even after reinstalling the new version, that version will not run.

To resolve this error, simply search the hard drive for the listed DLL file. There will be two on the hard drive. This will give you the two directories that the program is installed to. Delete all of the files in the non-productional directory. In the example above, you would delete the second copy of the Gdatabase1.dll file and all other files in that directory. Remember to save your database before deleting anything.

13. Cannot find DIMPORTEXPORTDLL0.DLL" (or other DLL file)

Occurs when you try to open program after upgrade.

See the above error for resolution to this error.

14. "init: instance failed".

This is a result of opening 2 instances of the program at the same time on the same machine. Simply close one copy of the program.

15. C ++ run time error: expres01.exe caused an abnormal program termination.

This is a result of database damage. Usually, the database is missing tbl_fieldlayouts. Restore a backup or rebuild. Contact CPS/WAN Technical Support for further assistance.

16. Missing stingraygrid701as.dll after upgrading or installing

Some users will find this message after upgrading to version 6.3 of EDEExpress or after installing the FISAP 3.1 or Return to Title IV Funds software; and they will then see it in all EDE programs. For some reason, Windows renamed this file to sting~1.dll. Simply rename it back to its correct long file name (which you will know by the name listed in the error message) and all of the affected software will then open. You may also find that there are several older versions of the same file. They should be deleted before you rename the file with the tilde in it.

17. Ordinal number 6451 could not be located in MFC42.DLL

This ordinal number error is usually a result of a user of an NT workstation not having administrative permissions on their local machine. Without administrative permissions, the MFC42.DLL is not loaded. You will see this error when there is an older version already installed somewhere on the PC or when there is no MFC42.DLL. Resolve this error by checking all versions of the MFC42.DLL. Delete older versions and make sure one MFC42.DLL of the correct version is located in the WINNT\System32 directory.

IV. RIGHTS/PERMISSIONS/NETWORK CONFIGURATION ISSUES

A. General Information

1. Novell

- Make sure that everyone who has access to EDEExpress has all rights except Supervisor and/or Access Control. (Read, Write, File Scan, Erase, Modify, Create)

2. NT

- Make sure that the financial aid group owns the folder and all files
- Make sure permissions to both folders and all files are "Change" or higher

3. Windows 2000

- Make sure that the Financial Aid Group owns the folder and all files.
- Make sure that permissions to both folders and all files are "Change" or higher.
- Make sure that all users are "Power Users".

- Windows 2000 workstations connected to an NT network require that the workstation be added to the network as machine name_domain name. (See the Specific tips for Windows 2000 users above)

B. Common Errors

1. **Ordinal Number 6451 could not be located in MFC42.DLL**

On Windows NT or Windows 2000 if the person installing EDEExpress software does not have administrative permissions on the local drive then they will get this error message. Without administrative permissions, the MFC42.DLL file is not installed to the WINNT\System32 directory.

2. **ComponentMoveData errors referencing the updatedb.mdb**

This error occurs because the program cannot write the updatedb.mdb to the server because:

- a) Network rights are not sufficient or
- b) Slow network response interferes with the writing of the file

3. **File Exception Result Code #5**

This is simply a result of the user not having the appropriate permissions to the database files and the directory that the database is located in. Change the rights/permissions accordingly.

4. **Database could not be found during Password Reset procedure**

This error results from the user not having the appropriate permissions to the database file and the directory that the database is located in. Change the rights/permissions accordingly.

5. **"OLEAUT32.DLL has not been registered"** (Windows 2000)

The Administrator will be able to open the software successfully but the user is unable to open the software and instead receives this message. To resolve this error, make sure that the user either has administrative permissions on the local drive or is a "Power User." Windows 2000 changed what critical files "Users" could modify and as a result, "Users" can no longer register DLL files. This issue is under consideration for future versions of EDE software.

In a mixed network environment, where the server is still NT, you will need to add the Windows 2000 workstation to the domain as a machine name_domain name not simply as the machine name to avoid the conflict in permissions between the two operating systems.

6. **"Express01.exe has generated errors and will be closed by Windows."**

Windows 2000 will give this error if the user does not have permission to a network drive where the database resides. This commonly occurs when the user is trying to connect to a database after having moved it. Be sure to double check mapping and connectivity too. The application error log also reports that "File replacement was

attempted on the protected system file CTL3D32.DLL. The file was restored to the original version to maintain system stability.”

V. INITIALIZATION ERRORS

A. **Windows cannot run this program because it is in an invalid format:**

This error is a result of

- Not enough RAM or
- Hard drive space or
- Incorrect version on a DLL
- Software was installed with a bad set of installation files

VI. PRINTING ERRORS

A. General information

1. Printing issues most commonly manifest themselves in two ways:

- The page breaks are incorrect, with the top of page two printing at the bottom of page 1 or the top of page one completing on page 2.
- The text runs off the right side of the page so that some text is not on the page.

2. Most print issues that we see are a result of one of two issues:

- The printer you are printing to is not set as default.
The software looks to the registry for the default printer to determine how to create a report before it is actually printed. Consequently, if the user selects another printer, without first changing it to the default printer, the program defines the document as though it is printing on the default printer and then prints to the other printer.
- The wrong print driver is being used for the printer.
Our software prints best when printing using a PCL5E driver. New printers commonly use a PCL6 driver. Simply change the print driver for your printer to a PCL5E, which is frequently found on your printer install disks or can be pulled down off the web. You can change the print driver for your existing printer or add a new PCL5E printer driver, leaving the original PCL6 for other uses if you like.

B. Common Errors

1. **Click on print and nothing happens:**

This is a result of 1 of 3 things.

- You are using a bad print driver, i.e. it is corrupt, or the driver is not the correct driver for your printer model. This can be resolved by replacing or reinstalling the printer.
- The VBARJET.DLL file is corrupt or an incorrect version. Rename and replace or reinstall the software

- Preventive maintenance has not been performed on the PC. Run Scandisk, Defrag, clean out the temp directory, delete junk files such as *.tmp, *.chk, found. *, and the Internet cache.

2. Print appears to be printing, but nothing comes out of the printer or if printing to screen the window comes up without text.

This is a result of not having done preventive maintenance. Clean out your temp directory. Delete all *.tmp files, found.*, *.chk files and clean out the Internet cache files. Run Scandisk and Defrag.

3. “GReport Failed to open report recordset reason can’t open anymore tables” or “Greport failed to open recordset. Reason: data type mismatch in criteria expression”

This error is usually a result of an attached query being incorrectly defined. Remake the query and try again.

Going from version 6.1 to 6.2 we changed a field “ADD DATE” to ISIR IMPORT DATE so any query that had an ADD DATE value in it and worked correctly in 6.1 will have to be remade pointing to the value of “ISIR IMPORT DATE” instead of “ADD DATE.”

4. Prints geographic vertical and horizontal lines

Sometimes the print will be accurate on the screen and then print vertical and horizontal lines – nothing like the machine language that is printed when you are using an incorrect print driver.

Investigate the following:

- Fonts loaded by Office 2000 or Word Perfect 8 or 9.
- The versions for Microsoft Shared DLL’s – especially MFC42.DLL, OLEAUT32.DLL, and OLEPRO32.DLL.
- The print driver you are using. If it is older, delete it and reinstall the driver for your printer.

5. Invalid page fault in module MFC42.DLL during printing.

This is a result of pasting a large amount of data in the batch # field. Commonly, you have pasted a row of the batch activity grid or more than the 23 characters expected in the batch number field. You can resolve this two ways

- By typing the batch number in or
- By recopying the batch number making sure that you do not get more than the 23 characters that define the batch number.

6. GReport Failed to open report recordset: reason cannot open anymore tables. Greport: Failed to open report recordset: too few parameters. Expecting 4 printing 6.2x

Packaging Measurement Tools cannot be used with a query. Print your report using file format\Packaging export or using the query with the “List of Packaged records report.”

7. ISIR will only print if the “Print FAA Comments” or “Print SAR Comments” boxes are not selected.

This is an uncommon error. ISIRs will not print if either the “Print FAA Comments” or “Print SAR Comments” boxes are selected. This error was the result of a Novell Client Version. In this case upgrading the Client solved this problem. Do not rule out Client version conflicts.

VII. DATABASE ERRORS

A. General information:

The following errors generally indicate that your database is corrupt.

B. Common resolutions for Database errors include

- Any resolution for Database errors should begin with running the software utilities: Repair, Compact, Verify, Repair, and Compact. You can run them from:
 - From the Tools Menu within the software or
 - Within Access 97 (NOT Access version 2, 95, 7 or Access 2000)
 - From the CompactAndRepair.exe in the program directory.
- If you are in a network environment copy your database to the local drive and run the utilities on the database using the RepairCompactResetPW.exe executable found in the program directory or in Access 97 (NOT Access 2000, Access version 2, 7 or 95)
- Restore a backup
- Rebuild the database. Contact CPS/WAN Technical Support for assistance in rebuilding with a minimum of data loss.
- If you have any Direct Loan data contact CPS/WAN immediately.

C. Common Errors

1. **No read permissions records(s) can't be read: no read permissions on 'C:\Program Files\EDSuite\EDExpress for Windows v6\expres01.mdb**
Follow standard resolutions above.
2. **CdaoException: Result code number 3112.**
Source of exception is : DAO.Database. Exception description
Record(s)can't be read, no read permission on 'tbl_A_Record Lock!
Follow standard resolutions above.
3. **Record9s0can't be read: no read permission so tbl_D_ParmGeneral DB corruption**
Follow standard resolutions above.

4. The Microsoft Jet Database engine cannot find the input table or query 'tbl_A_SecurUsr'.

Make sure it exists and that its name is spelled correctly. Then use the list above to resolve this issue.

VIII. MISCELLANEOUS ERRORS

A. “Attempting to import ISIR data..... No records to import”

1. This is a result of one of the following:

- You are importing a bad file, perhaps it is just a file with only a header and trailer and no data.
- If you are importing from a floppy, you may get this if the file is large enough to take up most of the floppy disk space or the disk is bad.

2. Resolve this error by double checking that you have a valid file. You can open the file for viewing in any text editor such as Notepad or WordPad as long as you do not convert or change it's format in any way. If it is a valid file, copy it from the floppy to the local drive and try again.

B. FAFSAs disappearing after export

You export a record and then try to print the FAFSA's you just exported and one or more of them are missing or do not print. Resolve this issue by running the Utilities in this order – Repair, Compact, Verify, Repair, and Compact.

C. Incorrect screens within the software

This is always a DLL conflict. Review the Microsoft Shared DLL files, in particular the OLEAUT32.DLL, OLEPRO32.DLL and the MFC42.DLL.

D. Free memory under 4000

This message is reporting that Windows has less than 4 MB of free memory available to the program. This includes both Ram and Virtual RAM. The message is common for users who have barely met the minimum hardware requirements and are running multiple applications, or have low system resources. It will also occur if you do not meet the minimum hardware requirements. Do not run global functions, such as importing or running the utilities, if you have received this message.

- Rebooting occasionally will release resources that are no longer in use and clear this message. Try this first.
- Close all other software before running EDEExpress.
- Remove programs from startup so they don't automatically load
- Turn off wallpaper, patterns, and third party screen savers and anything else that may be using system resources unnecessarily.
- Increase RAM
- Increase Paging or swap files

E. Novell Zone works: conflict with the stingraygrid701as.dll

The Novell Zone Works will not properly install EDEExpress.

F. Loss of database during compact on the server.

Running compact on a Novell Server, which is not properly configured will cause the database to “disappear.” It is very important that the server be configured as follows:

- Make sure that there is free hard disk space that is equal to at least three times the size of the current database on the server and that it is available to the Financial Aid Office. If you have the physical space free, but it is not available to the person running the utilities the process will fail and the database will “disappear”.
- Record locks per connections must be set to 10000. You can type this line: “Set Record Locks Per Connection =10000” (or higher) at the console prompt for the change to take immediate effect. Also, add it to your Autoexec.ncf file in case the server is rebooted. This is one command that is frequently forgotten when a server is swapped out or when a server is rebooted.
- Make sure the financial aid officers all have appropriate rights: Write, File Scan, Read, Create, Modify, Erase.
- Make sure that the utilities are not run during a high traffic time on the network.
- NT occasionally will lose a database when the permissions are incorrect. They must be “Change” or higher.

G. Constant record locking.

This seems to be a network traffic issue. When the network is not handling high traffic, and there are frequent slow downs, the program is unable to write data as a unit. This is most common in particularly high traffic processes like the EFC recalculation. The program views the slowdown more like a “crash,” and the record becomes locked, even though from the users side it does not appear to have “crashed”.

An IT professional at an institution reported that a network router from Spare to Hyde had trouble processing an EFC recalculation over a crowded network. This particularly high traffic process increased traffic over what the already high traffic server could process. The high traffic caused a slow down and this router had trouble passing the data properly over the crowded network. The router allowed collisions between EDEExpress data and other traffic. The program effectively treated these collisions as if there was a crash and a record lock was generated as though the program closed with the record open, although the user did not see the “crash.”

H. "file exception: code 9 - seek failed"

During the import of a “Direct Loan External Origination Add” file. This was result of attempting to import an empty file; size=0.

I. Update on Reserve Error 1601 w/Export of DL Change for 2000-2001 Clean up the hard drive, run the utilities.

J. "memory could not be read"

Run the Utilities – Repair, Compact, Verify, Repair, and Compact.

K. Trouble importing files when the database is on the server.

This can be a result of

- Slow network response
Investigate ways you can change your network configuration so that the server where the EDEExpress database resides does not have slow traffic issues.
- Your Novell Record Locks per Connection is too low. Type “Set Record Locks Per Connection =10000 (or higher) at the console prompt and then add this line to the Autoexec.ncf.

L. ...Too Few Parameters....

This message usually indicates that the process you are attempting has a query attached, which is not defined correctly. Recreate the query and test it. If it works, then attach it to the process you were originally attempting.

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